

# THE CONTRACTOR'S CORNER

## JULY 2000

### DFAS-COLUMBUS CENTER CUSTOMER SERVICE OPEN HOUSE

\*\*\*\*\*YOU'RE INVITED TO ATTEND\*\*\*\*\*

**August 10, 2000 - 8 A.M. - 4 P.M.**

The DFAS-Columbus Customer Support Office invites our private sector contractors to attend the next quarterly Contractor Customer Service Open House. The Open House gives our contractor customers the opportunity to visit the Columbus Center and obtain knowledge of our day-to-day operations and on-going customer service initiatives. In addition, customers can openly discuss individual issues and concerns.

The Open House agenda will include briefings and discussions on Central Contractor Registration (CCR), Electronic Funds Transfer (EFT), Customer Support Office, Mechanization of Contract Administration Services (MOCAS) payment procedures, Stock Fund Entitlement payment processes, Electronic Data Interchange (EDI), MOCAS Vendor Pay Inquiry System (VPIS), as well as other electronic initiatives.

The Open House will conclude with a social event at the end of the day, which will give contractor customers the opportunity to meet with the DFAS-Columbus senior managers.

Please come and join us!!!! Early registration is encouraged, as the Open House reaches maximum capacity quickly. For more details on the August 10, 2000 private sector Contractor Open House, please call Ms. Lori Bamer at 1-800-756-4571, select option 6.

## **FEA -- BVN SPECIAL PAYMENT INSTRUCTIONS - CLIN/ACRN RELATIONSHIP**

Last quarter, this forum introduced the BVN Special Payment Instructions Interim Guidance. This guidance is based upon three contractual criteria: a) established CLIN/ACRN relationship, b) specific payment instructions or c) specific invoicing (billing) instructions that affect payment. If any one of these criteria exists within a contract, special payment instructions will be entered into MOCAS. Over the next few quarterly articles, this Guidance will be covered in more specific detail. FEA's purpose for these articles is to clarify the responsibilities of the contracting community to facilitate prompt, accurate payment.

Contracts that contain a specific CLIN/ACRN relationship generate the highest number of contractor billing errors per FEA statistics. A CLIN/ACRN relationship exists when you can identify the ACRN(s) that fund a particular CLIN. This information is usually found in Section B (Supplies and Services), Section G (Accounting and Appropriation Data) or even Section H (Special Contract Requirements) of the contractual document.

Section G of the contractual document may also state "In addition to the information identified in the Prompt Payment clause herein, each invoice shall contain ... (1) Contract line item number (CLIN) ... (3) Accounting Classification Reference Number (ACRN)." It is especially important that the contracting community adhere to this requirement as invoices that are lacking CLIN/ACRN designation are being returned for correction. Per a memorandum issued by Mr. Tom O'Brien, Director, Contract Payment Operations, dated February 24, 2000, "Effective April 1, 2000, all invoices not containing required information in accordance with their contracts will be returned for ... re-submission...."

Incomplete invoices cause contractor payments to be delayed. Therefore, it is very important to understand proper billing instructions as required by your specific contract. If a specific CLIN/ACRN relationship is unclear, please contact the appropriate ACO or PCO for clarification.

## **PUBLIC VOUCHERS**

### **BVN Bureau Voucher Number**

For procedure information on submitting public vouchers and other special pay instructions, go to the following web site:

[http://www.dcmc.hq.dla.mil/dcmc\\_o/cbo/finance/publicvo.htm](http://www.dcmc.hq.dla.mil/dcmc_o/cbo/finance/publicvo.htm)

### **ELECTRONIC FUNDS TRANSFER**

Contractors are reminded to keep their remit to address current and correct at all times by accessing the web site [www.ccr2000.com](http://www.ccr2000.com) and making any adjustments. If an EFT payment rejects, the Disbursing Office at DFAS-CO will research the web site and send a check to the address listed to replace the EFT payment.

Contractors also have the ability to determine their Central Contractor Registration (CCR) expiration date through the same CCR Web Site as listed above. On the main menu, click on "**Check Vendor CCR Status**". A search screen will come down, enter the Cage Code and click on "**Search**". The inquiry result provides current registration status, including the expiration date. Contractors may also register online at <http://www.ccr2000.com>. If additional assistance or information is required, please call 1-888-227-2423 in Battle Creek, Michigan.

### **EDM UPDATE**

EDM Release 3.03 was released for the South and North Entitlement areas in June 2000.

West Entitlements is scheduled for this EDM Release in July 2000.

### **NON-MOCAS VPIS vs MOCAS VPIS**

#### **NON-MOCAS VPIS**

This Vendor Pay Inquiry System (VPIS) provides information on invoices submitted against DoD contracts that the

Defense Finance and Accounting Service is responsible for paying. VPIS consolidates the contract data obtained from DFAS Centers and Operating Locations into one central repository which contains all open contracts, plus any payments made within the last 30 days. If you have a question regarding a payment made more than 30 days ago, please contact your paying office directly. The phone numbers for various pay offices are listed within this newsletter.

NON-MOCAS VPIS does not contain data for contracts paid through the Mechanization of Contract Administration Services (MOCAS) system in Columbus, Ohio or Defense Accounting Offices (DAOs) that have not been consolidated, nor does it contain the status of subsistence invoices and transportation Government Bills of Lading (GBLs).

There is no pre-registration required for the NON-MOCAS VPIS system.

### **MOCAS VPIS**

This Vendor Pay Inquiry System is invoice information on contracts paid by the MOCAS system at DFAS-Columbus Center and can be obtained by registering on our web site:

Go into [www.dfas.mil](http://www.dfas.mil)

Click on "**Money Matters**"

Click on "**Vendor Pay**"

Under **MOCAS Vendor Pay Inquiry System**, go to the "**User Registration**" and complete the required information.

Please allow 5-10 working days for approval and input into the MOCAS system. If access cannot be obtained after this timeframe, please call 1-800-756-4571, select option 6 and request to speak to one of the VPIS administrators.

History is maintained for 90 days.

If you forget your User ID and Password, call one of the administrators for assistance. Do not re-register using a different User ID and Password. This will help eliminate multiple registrations for a company.

Contractors are responsible for keeping their MOCAS VPIS information up-to-date. If there are changes in personnel

or responsibilities, you can submit this information through the VPIS email system by accessing the following:

Go to the following web site- [www.dfas.mil](http://www.dfas.mil)

Click on **Money Matters**

Click on **Vendor Pay**

Under **MOCAS Vendor Pay Inquiry System**, look for the **User Registration** and go to the bottom of the form

Click on the-"**Please e-mail comments or questions to**  
[cco.vpis-mocas@dfas.mil](mailto:cco.vpis-mocas@dfas.mil)"

Forward the necessary changes and list a POC in case there are any problems or questions after DFAS-CO personnel reviews your request.

The MOCAS VPIS system is for vendors and contractors to check status on their submitted invoices. If you are a government agency, you are required to request access to the MOCAS system by calling DFAS-CO/JFBM, Ms. Laura Battle at DSN 869-4884, or (614) 693-4884.

MOCAS contracts are divided into 3 separate areas:

**-South Entitlements** (formerly Chesapeake, Capitol, Gateway, and Southeast).

**-North Entitlements** (formerly Bunkerhill, New Dominion, and Minuteman).

**-West Entitlements** (formerly Santa Ana, Van Nuys, DPRO West, Gulfcoast, International).

### **MOCAS** **End-Of-Month Schedule** **Tentative**

Listed below is the tentative schedule for end-of-month processing of the MOCAS system. This schedule is only tentative and is subject to change without notice. For up-to-date information on end-of-month MOCAS processing, please call 1-800-756-4571, select option 5.

EOM July 2000	July 27-28, 2000.
EOM August 2000	August 30-31, 2000.
EOM September 2000	September 29-30, 2000.

EOM October 2000	October 30-31, 2000.
EOM November 2000	November 29-30, 2000.
EOM December 2000	December 28-29, 2000.

### **CONTRACTOR PAYMENT INFORMATION**

The latest version of the Defense Finance and Accounting Service (Columbus Center) Contractor Payment Information booklet, dated January 2000, can be found at the following web site:

<http://www.dfas.mil>

Click on **Money Matters**

Click on **Vendor Pay**

Scroll down to **General Information to Contract Payment Booklet.**

### **PREVALIDATION INFORMATION**

For the up-to-date Prevalidation information, check out the following web site:

<http://www.dfas.mil>

Click on **Money Matters**

Click on **Vendor Pay**

Scroll down to **General Information** and click on **Updated Prevalidation Information.**

### **CONTRACT PAY OFFICE**

To obtain a phone number for your pay office on a particular contract, check for the pay office listed on the front of your contract under Block 8 and go to the following web site:

<http://www.dfas.mil>

Click on **Key Points of Contact**

Scroll down to **Additional Phone Numbers** and look for your applicable pay office.

## **OPERATING LOCATIONS**

### **Cleveland Center**

Director (216) 522-5511  
Customer Service (800) 346-3374

### **Charleston Operating Location**

Director (843) 746-6000  
Vendor Pay (800) 755-3642  
Civilian Pay (843) 746-6500

### **Pacific Operating Location**

Director (808) 472-7600  
Vendor Pay (888) 222-6950  
(808) 472-7720  
(808) 472-8050

### **Norfolk Operating Location**

Director (757) 443-4101  
Vendor Pay (800) 209-1628  
(757) 443-4737

### **Oakland Operating Location**

Director (510) 273-7544  
Vendor Pay (510) 273-7668  
Vendor Pay Customer Service  
(888) 839-5199

### **Pensacola Operating Location**

Director (850) 473-5602  
Vendor Pay (800) 328-9371  
Civilian Pay (850) 473-6031

### **San Diego Operating Location**

Director (619) 616-4700  
Vendor Pay (800) 731-8096

### **Japan Satellite**

Director 011-81-3117-55-3809  
Vendor Pay 011-81-3117-55-4345  
Customer Service 011-81-3117-55-4410

### **Denver Center**

Director (303) 676-7461  
Vendor Pay (888) 898-0887  
Customer Service (303) 676-8103  
Civilian Pay (800) 538-9043

### **Dayton Operating Location**

Director (937) 296-8486  
Customer Service (800) 373-3184

Limestone Operating Location

Director (207) 328-1100  
Vendor Pay (800) 337-0371  
(800) 390-5620

Omaha Operating Location

Director (402) 232-3079  
Customer Service (800) 330-8168

San Antonio Operating Location

Director (210) 527-8022  
Vendor Pay (888) 0478-5636

San Bernardino Operating Location

Director (909) 382-3001  
Customer Service (800) 779-1903

Indianapolis Center

Director (317) 510-2135  
Vendor Pay (888) 332-7366  
Customer Service (317) 510-2208

Lawton-Fort Sill Operating Location

Director (580) 442-0101  
Vendor Pay (888) 445-5154

Orlando Operating Location

Director (407) 646-4029  
Customer Service (407) 646-4523  
Vendor Pay (407) 646-4899

Rock Island Operating Location

Director (309) 782-9000  
Customer Service (888) 332-7742  
Travel/Vendor Pay/  
Human Resources

Rome Operating Location

Director (315) 330-6005  
Vendor Pay (800) 553-0527

Seaside Operating Location

Director (831) 583-1165  
Vendor Pay (800) 582-8780

St. Louis Operating Location

Director (314) 260-2782  
Vendor Pay (877) 782-5680

GBL Info at DFAS-IN

Customer Service (888) 332-7366



Kansas City  
Center

Director (816) 926-7102

Vendor Pay (816) 926-7480

Customer Service (816) 926-1858

Civilian Pay  
Offices

Charleston (800) 729-3277

Pensacola (850) 473-6031 or  
6134

Denver (800) 538-9043

For additional DFAS POCs go to our web site-[www.dfas.mil](http://www.dfas.mil)

Click on ' **Contact DFAS**' for a listing.

**GENERAL GUIDELINES FOR CUSTOMER SERVICE  
VISITS**

The majority of site visits to the Defense Finance and Accounting Service (DFAS-CO) Columbus Center, are to resolve payment issues. We will accommodate visits to meet personnel and discuss general payment procedures, however, customer visits to discuss specific payment issues will take priority over a meet and greet visit.

The following guidelines are suggested to ensure a successful visit:

1. The contractor should make every effort to resolve payment issues through their appropriate Centralized Customer Service Center Representative. The next level for resolution is the Lead Customer Service Representative, then if resolution has not been reached, contact the supervisor of the appropriate section. If after these three levels a resolution has not been reached, contact a representative within the Customer Service Resource Center (CSRC) for assistance.
2. Visit request may be faxed in on company letterhead to Include the following information:
  - Request visit 10 days in advance.
  - List at least 3 alternative dates for the visit.
  - Provide a list of specific issues. \*\*

--State name and title of who will be attending.

--List any special equipment required for visit,  
such as, overhead projector, flipchart, etc.

--Request directions to DFAS-CO and hotel  
information.

**\*\*New issues can not be discussed during the visit, but the Directorate will provide follow-up research.**

All inquiries regarding customer visits should be faxed to 1-614-693-9060. Any further questions, please call 1-800-756-4571, select option #6, to speak to the Customer Service Resource Center.

### **ELECTRONIC DATA INTERCHANGE (EDI)**

The following is an updated list of the appropriate points of contact(POC) from the EDI office. If you need information on how to utilize the WInS system, please feel free to give them a call.

#### **MOCAS Payment System:**

<b><u>Contractor Name</u></b>	<b><u>POC</u></b>	<b><u>Phone</u></b>
A-G	Dan Monroe	(614) 693-6505
H-Q	Stuart Hite	(614) 693-6507
R-Z	Connie DeVore	(614) 693-6858

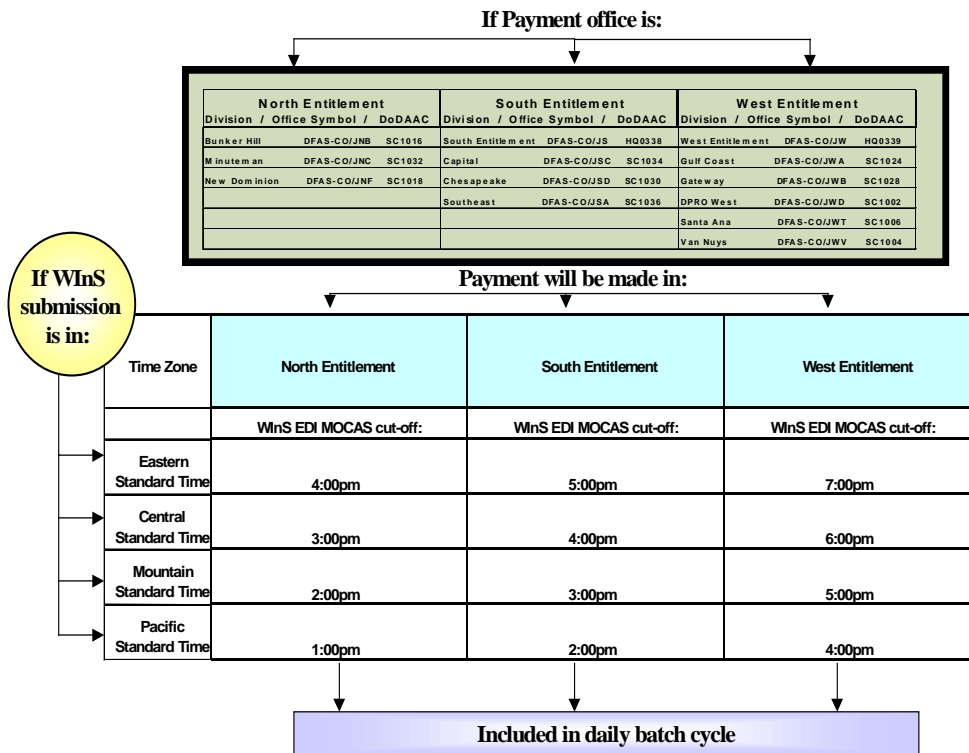
#### **SAMMS Payment System:**

<b><u>Contractor Name</u></b>	<b><u>POC</u></b>	<b><u>Phone</u></b>
A-H	Ann Large	(614) 693-6850
I-T	Bob Walter	(614) 693-8982
U-Z	Dave Cartwright	(614) 693-6510

The EDI Office Fax Number: (614) 693-6519

The attached chart is to give contractors our daily cut-off times for invoices to be submitted and processed in that day's business cycle.

### WnS EDI MOCAS Commercial Invoice/Public Voucher Daily Cut-Off Times (Best Case Scenario)



### DFAS COLUMBUS CENTER CUSTOMER SERVICE PHONE NUMBERS As of May 22, 2000

**CENTRALIZED CUSTOMER SERVICE**    **DFAS-CO/CC**    800-756-4571  
(614) 693-8507

MOCAS/North                                      DFAS-CO/CCJN Option 1, then 1  
Bunkerhill, New Dominion, Minuteman

MOCAS/South                                      DFAS-CO/CCJS                      Option 1, then 2  
Chesapeake, Capitol, Southeast

MOCAS/West	DFAS-CO/CCJW	Option 1, then 3
Santa Ana, Van Nuys, Gulfcoast, DPRO West, Gateway		
Stock Fund/Subsistence	DFAS-CO/TLSCB	Option 2, then 1
Stock Fund/General/Industrial	DFAS-CO/CCJL	Option 2, then 2
Stock Fund/Construction/Electronics	DFAS-CO/CCJL	Option 2, then 2
Stock Fund/Medical/Clothing/Textiles	DFAS-CO/CCJL	Option 2, then 2
Stock Fund/Fuel Payments	DFAS-CO/CCJL	Option 2, then 2
Commercial Payments	DFAS-CO/CCJL	Option 2, then 2
EFT/CCR	DFAS-CO/TFQC	Option 3, then 1
Re-certified Checks	DFAS-CO/TFPD	Option 3, then 2
Travel Payment Division	DFAS-CO/TLT	Option 4
Customer Service Resource Center (CSRC)	DFAS-CO/CCJ	Option 5
MOCAS Vendor Pay Inquiry System (VPIS)	DFAS-CO/CCJ	Option 5
Referral/Assistance	DFAS-CO/CC & CCJ	Option 6
<b>Accounting</b>	DFAS-CO/TATP	<b>614-693-7098</b>
<b>Stock Fund Accounting (DeCA Bad Checks)</b>	DFAS-CO/TAEB	<b>800-635-6045</b>
<b>DeCA Vendor Pay</b>	DFAS-CO/TLCD	<b>800-756-4577</b>
<b>EDI</b>	DFAS-CO/JB	<b>614-693-6949</b>

**Contractor Debt Collection**    DFAS-CO/TFD    **614-693-6937**

**Human Resources**    DFAS-PSO/HO    **614-693-6674**

## **DEFENSE PROCUREMENT PAYMENT SYSTEM**

### **DPPS**

The Defense Procurement Payment System (DPPS) will be the new system for entitlement processing. DPPS will unify DoD pay systems and consolidate the current major pay systems, which include MOCAS, SAMMS, CAPS, IAPS, STARS, DISMS, AVEDS, and SAVES.

DPPS utilizes the latest systems technology, allows various DoD activities to share data, and requires standardization of data. Since DPPS relies on electronic data vs. hard copy documents, it reduces the need for manual intervention. It also has built-in internal controls and provides a better audit trail.

Benefits to DFAS customers include:

- Reduced operating costs.
- Increased accuracy in payments.
- Inherent Prevalidation.
- Reduced Interest Payments.
- Optimize the use of technology.
- Take proper advantage of discounts offered.
- Eliminate redundant manual processes.
- Eliminate duplicate payments and overpayments.

## **GENERAL INFORMATION**

**The DFAS Columbus Center provides updates to this Contractor's Corner in January, April, July, and October.**

Comments/suggestions on the Contractor's Corner are welcomed. Please send e-mail to [mary.seal@dfas.mil](mailto:mary.seal@dfas.mil) or fax comments to (614) 693-7872. If you have any questions about this issue of the Contractor's Corner, please call 1-800-756-4571, select option 6, and request Ms. Mary Seal.